Test Team

NEW LOOK

20062014

JIRA – How to…Create an Issue, Edit an Issue and Comment on an Issue

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Introduction: The aim of this How-To guide is that by the end, you will be able to do the following within JIRA:

1. Create an issue
2. Edit an issue
3. Comment on an issue

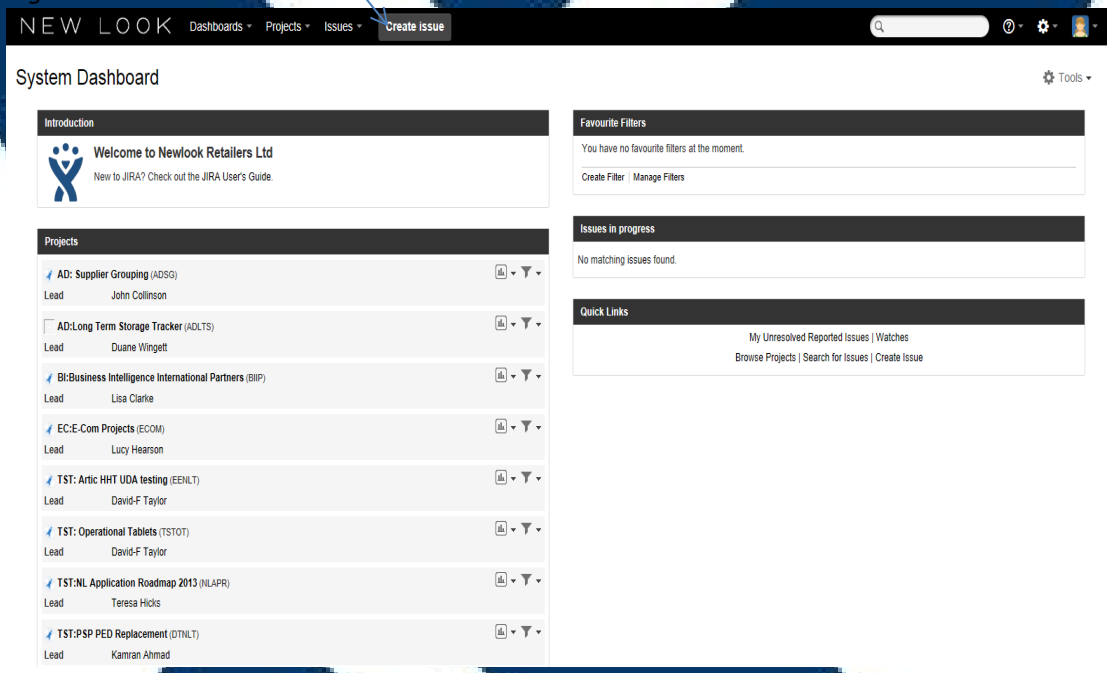
Creating an Issue

To create a JIRA Issue, you firstly need the **Create Issue** project permission for the issue's relevant project. If you do not have this permission, please contact your **JIRA Champion**

To create a new JIRA issue:

1. Click the **Create Issue** tab at the top of the screen to open the Create Issue dialog box (See Fig 1)

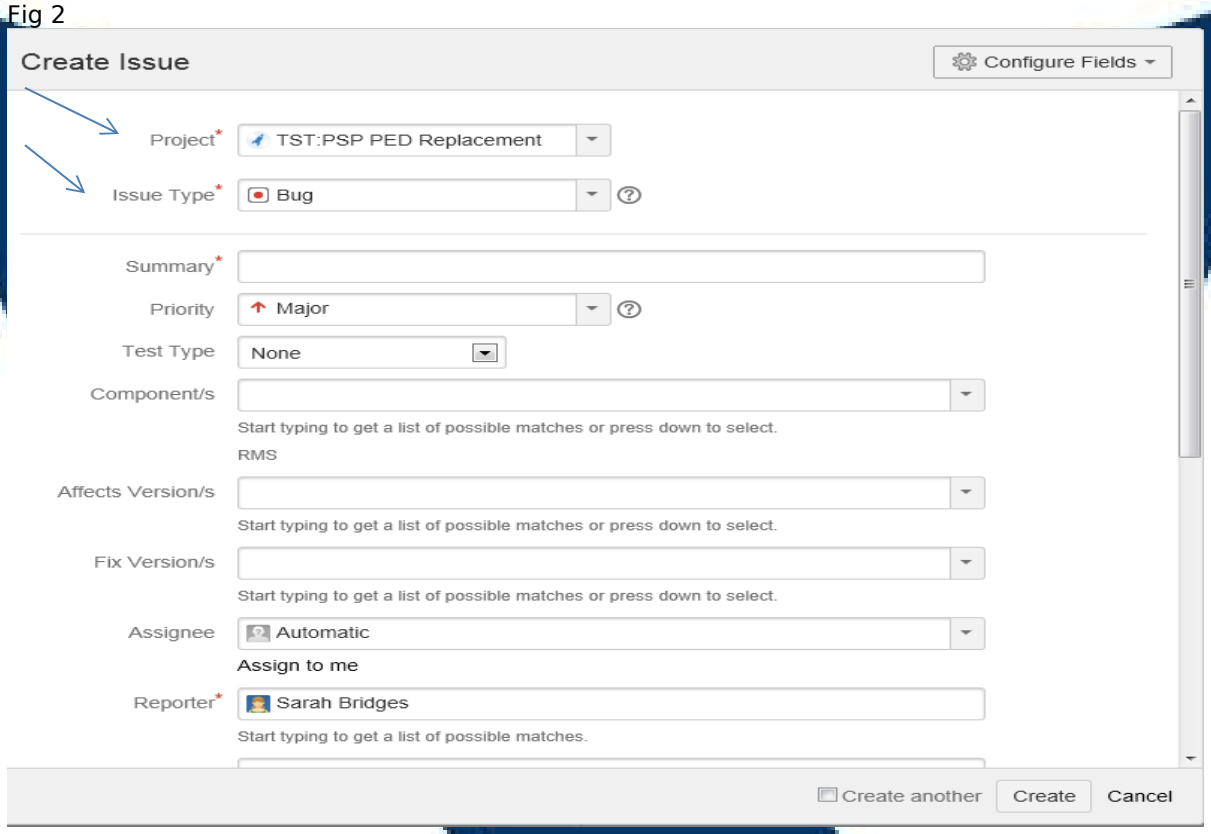
Fig 1



Tip: Keyboard shortcut: **c**

2. Select the relevant **Project** and **Issue Type** on the Create Issue dialog box (See Fig 2)

Fig 2



3. Type a **Summary** for the issue and complete any appropriate field – You must at least complete the required ones which are marked by an asterisk

FYI: If you want to access fields that are not shown on this dialog box or you want to hide existing fields:

a. Click the **Configure Fields** button at the top right of the screen
b. Click **Custom** and select the filed you want to show or hide by selecting or clearing the relevant check boxes, respectively, or click **All** to show all fields

FYI: When you next create an issue, JIRA remembers your last choice of selected fields

4. **Optional:** To create a series of similar issues – with the same **Project** and **Issue Type** – Select the **Create Another** check box at the bottom of the dialog
5. When you are satisfied with the content of your issue, click the **Create** button

FYI: If you selected the **Create Another** check box (as mentioned above), a new **Create Issue** dialog appears. This issue is automatically pre-populated with your previous issue details, while leaving the **Summary** field blank

Tip: You can mention other users in the **Description** or **Comment** field so that an email message will be sent to the user's email address (registered to their JIRA account) upon clicking the **Update** button

Tip: In certain text fields for an issue, you can link to other issues, insert macros, insert images and more

Tip: To see a list of all issues that you have created, which have not yet been resolved, go to your user name and select **Profile** and on your profile, click **Filters> Reported & Open**

Tip: You may automatically become a watcher of the issues that you create, depending on the **Autowatch** setting in your user profile. Note, if you have not changed this setting, you will inherit the global **Autowatch** settings set by your **JIRA Champion**

Editing an Issue

To edit a JIRA issue, you need the **Edit Issue** project permission for the issue's relevant project. If you do not have this permission, please contact your **JIRA Champion**

To edit an existing JIRA issue:

1. Go into the Project where the issue you want to edit is

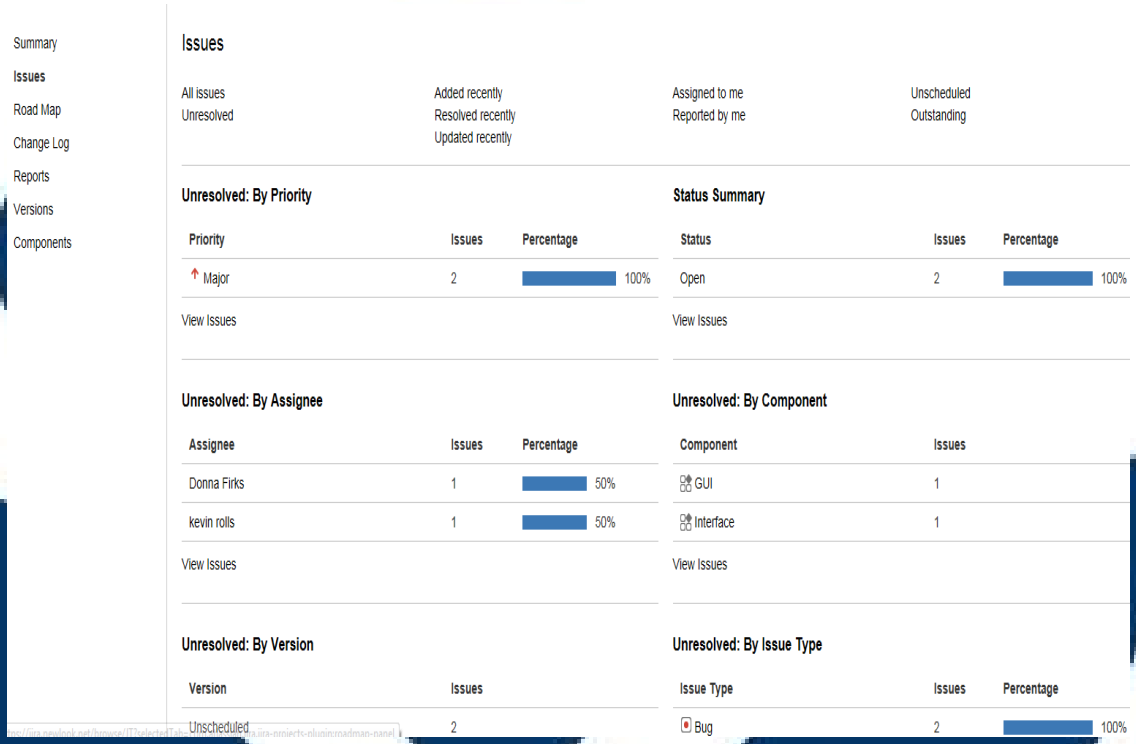
2. On the left hand side, you will see a list of actions such as:

- **Summary**
- **Issues**
- **Road Map**
- **Change Log**
- **Reports**
- **Versions**
- **Components**

3. Click on **Issues**

4. Once you are in the **Issues** screen, click **All Issues** (See Fig 1)

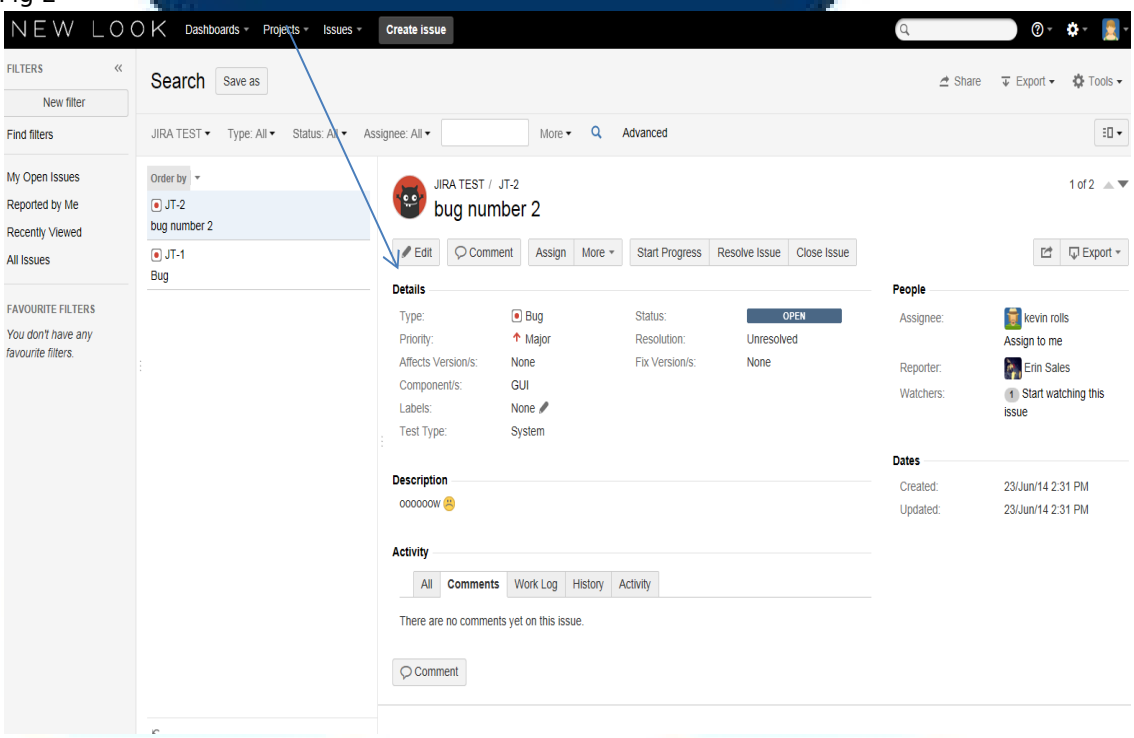
Fig 1



5. Choose which Issue you would like to **Edit** from the list

6. Click the **Edit button** which can be located to the right of the Issue list (See Fig 2)

Fig 2



Tip: Keyboard shortcut: **e**

7. Modify your issue's details in the appropriate fields of the **Edit Issue** dialog box

FYI: If you want to access fields which are not shown on this dialog box or you want to hide existing fields:

a. Click the **Configure Fields** button
b. Click the **Custom** and select the fields you want to show or hide by selecting or clearing the relevant check boxes, respectively, or click **All** to show all fields

FYI: When you next edit an issue for a given project, JIRA remembers your last choice of selected fields

8. Click the **Update** button to save your changes

Tip: You can mention other users in the **Description** or **Comment** field so that an email message will be sent to the user's email address (registered with their JIRA account) upon clicking the **Update** button

Commenting on an Issue

Adding comments to an issue is a useful way to record additional detail about an issue, and collaborate with team members. Comments are shown in the Comments tab of the **Activity** section when you view an issue

FYI: When adding a comment, you can set the comment to be **Viewable by** members of a particular **project role** or **user group** only; or you can allow all users to view it

FYI: You automatically become a **watcher** of the issues that you comment on. However you can disable this via the **Preferences>Autowatch** option within your **Profile**

FYI: To add comments to an issue, i.e. to see the Comment buton, you must have both of the following permissions for the issue's relevant project:

- **Browse Project** project permission – To be able to **view** the issue to be commented on

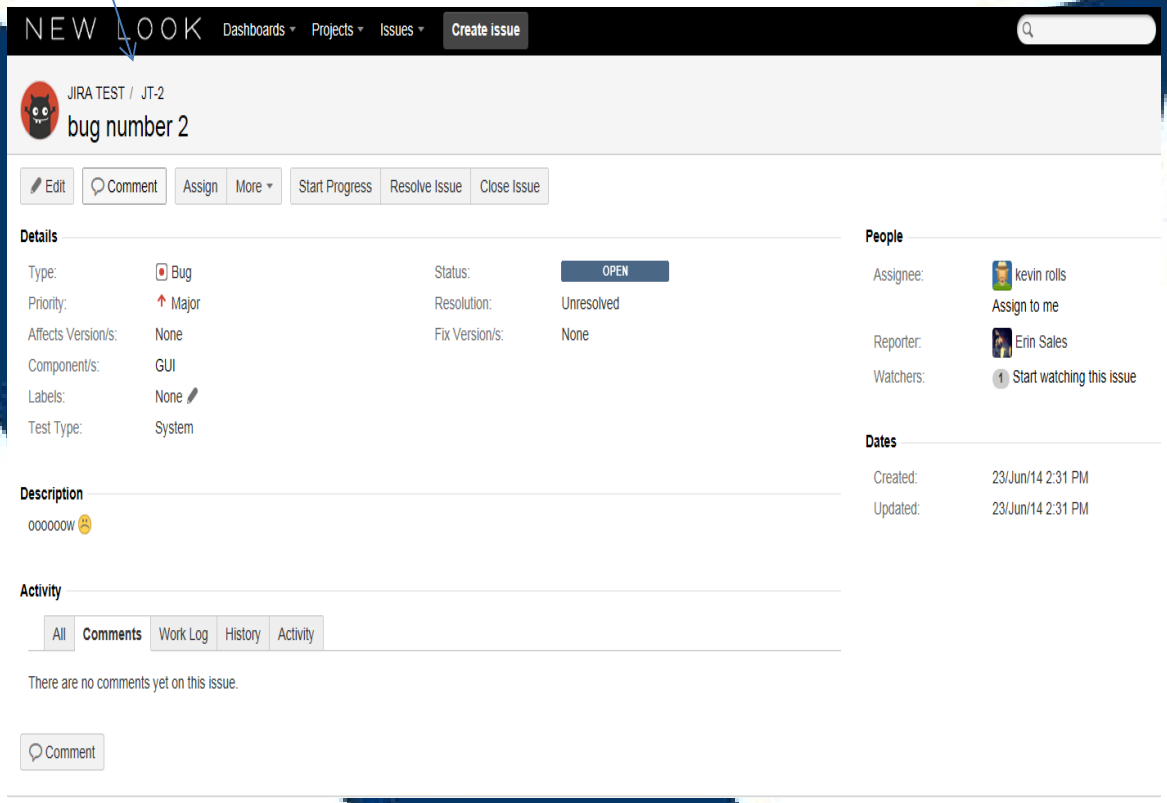
- **Add Comments** project permission – To **add** a comment to the issue

If you do not have these permissions, please contact your **JIRA Champion**

To add a comment:

1. Open the issue on which to **add** your comment
2. Click the **Comment button** (See Fig 1)

Fig 1



Tip: Keyboard shortcut: **m**

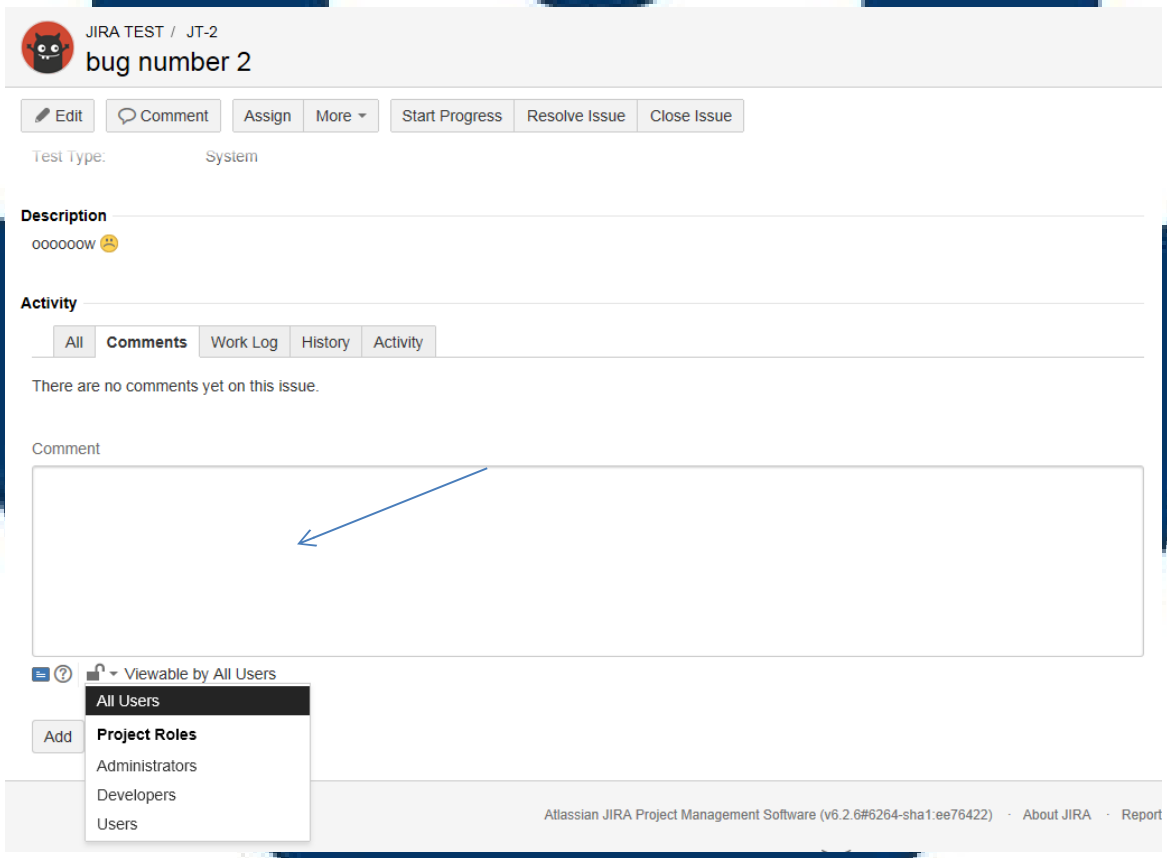
3. In the **Comment text box**, type your comment, using as many lines as you require

FYI: To apply viewing restrictions to a comment: Click the **open padlock icon** next to **Viewable by**….and select which users will be able to view this comment

FYI: The **Viewable by**….list also includes all project roles and groups to which you belong (**NOTE** that **All Users** means everybody who uses **JIRA,** while **Users** means everybody who is a member of the **Users** project role in this project) Depending on how

your **JIRA** Champion has configured **'Comment Visibility'** the **Viewable by**....list may include groups as well as project roles (See Fig 2)

Fig 2



Once viewing restrictions have been applied to a comment, the padlock icon closes and **Viewable by**....is replaced by **Restricted to**....and indicates the user, project role or group, who can view this comment

FYI: To email other users about your comment: Simply mention these users in the **Comment text box**. An email message will be sent to the user's email address (registered with their **JIRA** account) upon clicking the **Update button**

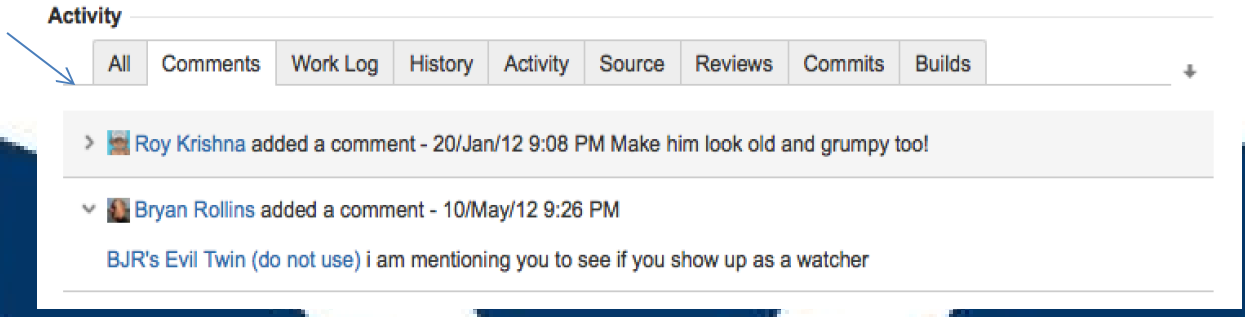
4. Click the **Add button** to save the comment

FYI: For each comment or an issue, a small version of the comment author's **user avatar** appears to the left of their full name

To collapse or expand a comment:

1. Locate the comment in the **Activity** section at the bottom of the issue
2. Browse to the comment you wish to collapse/expand
3. To collapse/expand a comment, click the arrow icon, located on the comment (See Fig 1)

Fig 1


Activity
All
Comments
Work Log
History
Activity
Source
Reviews
Commits
Builds
Roy Krishna added a comment - 20/Jan/12 9:08 PM Make him look old and grumpy too!
Bryan Rollins added a comment - 10/May/12 9:26 PM
BJR's Evil Twin (do not use) i am mentioning you to see if you show up as a watcher

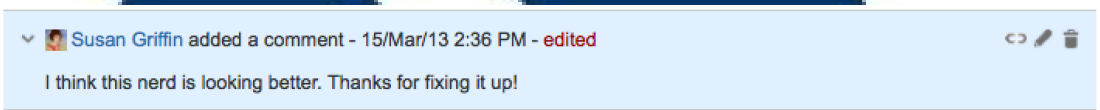
FYI: Collapsing or expanding a comment does not relate in any way to a comment's **'viewing restrictions'** applied when **adding** or **editing** a comment

FYI: You can edit your own comments if you have been granted the **Edit Own Comments** project permission and you can edit other people's comments if you have been granted the **Edit All Comments** project permission

To edit a comment:

1. Locate the comment in the **Activity** section at the bottom of the **issue**
2. Browse to the comment you wish to edit
3. Click the **Edit** (pencil) icon, located on the comment
4. Edit the comment's text and/or **Viewable by** list as required
5. Click the **Save** button
6. The word **'edited'** will be displayed to indicate that the comment has been edited. You can hover your mouse over the word **'edited'** to see who edited the comment and when (See Fig 2)

Fig 2



FYI: You can delete your own comments if you have been granted the **Delete Own Comments** project permission and you can delete other people's comments if you have been granted the **Delete All Comments** project permission

To delete a comment:

1. Hover your mouse over the comment you wish to delete
2. Click the Delete (trash-can) icon, located on the comment
3. Confirm the deletion by clicking the Delete button